



12-31-01

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Tioe et al.  
Application No.: 09/935,955  
Filed: August 23, 2001

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For: APPARATUS AND METHOD FOR MANAGING A CALL CENTER

Technology Center 2600

Commissioner for Patents  
Washington, DC 20231

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Date of Deposit December 18, 2001

I hereby certify that the following attached paper or fee

**TRANSMITTAL LETTER FOR 3.73(b) STATEMENT  
3.73 STATEMENT  
COPY OF THE EXECUTED ASSIGNMENT (3 SETS)**

is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, DC 20231.

Beth H. Retort

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
37 C.F.R. § 3.73(b) Statement

Applicants Tioe et al.

For APPARATUS AND METHOD FOR MANAGING A CALL CENTER

Serial No.: 09/935,955

Filed: August 23, 2001

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**BellSouth Intellectual Property Corporation (a Delaware corporation)** is the assignee of the entire right, title and interest in the patent identified above by virtue of either:

A. ☒ An assignment from the inventor(s) of the **patent application** identified above. The assignment was recorded in the United States Patent and Trademark Office on \_\_\_\_\_ at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

OR

B. ☐ A chain of title from the inventor(s) of the patent application identified above to the current assignee as shown below:

1. From \_\_\_\_ To: \_\_\_\_

The document was recorded in the United States Patent and Trademark Office on \_\_\_\_\_ at Reel \_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

☐ Copies of assignments or other documents in the chain of title are attached.

The undersigned (whose title is supplied below) is empowered to sign this statement on behalf of the assignee.

**Power Of Attorney**

I hereby revoke all previous powers of attorney, if any, and appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Michael G. Biro  
Roberto Capriotti  
Maria Comninou  
George D. Dickos,  
Thomas J. Edgington,  
Christine R. Ethridge,  
Jesse A. Hirshman,  
James M. Joyce,  
Mark G. Knedeisen,  
William E. Kuss,

Reg. No. 46,556  
Reg. No. 46,599  
Reg. No. 44,626  
Reg. No. 30,048  
Reg. No. 34,324  
Reg. No. 30,557  
Reg. No. 40,016  
Reg. No. 43,700  
Reg. No. 42,747  
Reg. No. 41,919

James R. Kyper,  
Michael D. Lazzara,  
Mark R. Leslie,  
Franklin B. Molin,  
Robert A. Muha,  
Donald R. Palladino  
Jonathan C. Parks,  
Bernard G. Pike  
David Schramm  
Robert D. Yeager

Reg. No. 27,346  
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Reg. No. 37,397  
Reg. No. 44,249  
Reg. No. 46,976  
Reg. No. 40,120  
Reg. No. 46,993  
Reg. No. 41,295  
Reg. No. 25,047

**Please Direct All Correspondence to:** Robert A. Muha, Esq.  
Kirkpatrick & Lockhart, LLP  
Henry W. Oliver Building  
535 Smithfield Street  
Pittsburgh, PA 15222-2312

**Declaration**

I hereby declare that my presentation of this paper constitutes a certification under 37 C.F.R § 10.18, which provides, in part, that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and that further that these statements were made with the knowledge that willful false statements and the like so made, are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful statements may jeopardize the validity of the application and any patent issuing therefrom.

Date x Nov. 29, 2001  
Signature x Jacqueline Gregorski  
Name Jacqueline Gregorski  
Title Vice-President-BellSouth Intellectual Property Corporation

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Attorney's Docket No. 00771

PATENT

For: ☒ U.S. and/or ☒ Foreign Rights  
For: ☒ U.S. Application or  
☐ U.S. Provisional Application  
For: ☐ U.S. Patent  
For: ☐ PCT Application  
By: Multiple Inventors

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**ASSIGNMENT OF INVENTION (MULTIPLE INVENTORS)**

In consideration of the payment by ASSIGNEE to ASSIGNOR of the sum of One Dollar (\$1.00), the receipt of which is hereby acknowledged, and for other good and valuable consideration,

**ASSIGNORS (Inventors):**

Thomas Tioe  
(type or print name of inventors)

275 Windsor Chase Trail  
Duluth, GA 30097 Indonesian  
Address Nationality

Brett D. Johnson

391 Spring View Court  
Dallas, GA 30157 USA

Nester C. Febles

342 Ashbourne Trail  
Lawrenceville, GA 30043 USA

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hereby sells, assigns and transfers to

ASSIGNEE:

BellSouth Intellectual Property Corporation  
(type or print name of ASSIGNEE)

824 Market Street, Suite 510  
Address

(a Delaware corporation)  
Nationality

Wilmington, DE 19801

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and the successors, assigns and legal representatives of the ASSIGNEE

(complete one of the following)

☒ the entire right, title and interest

☐ an undivided \_\_\_\_\_ percent ( \_\_\_\_\_ %) interest for the United States  
and its territorial possessions

(check the following box, if foreign rights are also to be assigned)

☒ and in all foreign countries, including all rights to claim priority, in and to any and all  
improvements which are disclosed in the invention entitled: **APPARATUS AND METHOD FOR  
MANAGING A CALL CENTER**

(check and complete (a), (b), (c), (d), (e), (f) or (g))

and which is found in

- (a) ☐ U.S. patent application executed on even date herewith  
(b) ☐ U.S. patent application executed on \_\_\_\_\_  
(c) ☐ U.S. provisional application naming the above inventor(s) for the above-entitled invention

☐ Express mail label no.: \_\_\_\_\_

Mailed: \_\_\_\_\_

☐ To comply with 37 CFR 3.21 for recordal of this assignment, I, an ASSIGNOR signing below,  
hereby authorize and request my attorney to insert below the filing date and application  
number when they become known.

(d) ☒ U.S. application no.: 09/935,955 filed on August 23, 2001

(e) ☐ International application no. PCT / \_\_\_\_\_ / \_\_\_\_\_  
filed on \_\_\_\_\_

(f) ☐ U.S. patent no. \_\_\_\_\_ issued \_\_\_\_\_

☐ A change of address to which correspondence is to be sent regarding patent  
maintenance fees is being sent separately.

(also check (g), if foreign application(s) is also being assigned)

(g) ☒ and any legal equivalent thereof in a foreign country, including the right to claim priority and, in  
and to, all Letters Patent to be obtained for said invention by the above application or any  
continuation, division, renewal, or substitute thereof, and as to letters patent any reissue or re-  
examination thereof.

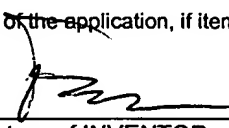
ASSIGNOR hereby covenants that no assignment, sale, agreement or encumbrance has been or will be made or entered into which would conflict with this assignment;

ASSIGNOR further covenants that ASSIGNEE will, upon its request, be provided promptly with all pertinent facts and documents relating to said invention and said Letters Patent and legal equivalents as may be known and accessible to ASSIGNOR and will testify as to the same in any interference, litigation or proceeding related thereto and will promptly execute and deliver to ASSIGNEE or its legal representatives any and all papers, instruments or affidavits required to apply for, obtain, maintain, issue and enforce said application, said invention and said Letters Patent and said equivalents thereof which may be necessary or desirable to carry out the purposes thereof.

IN WITNESS WHEREOF, We have hereunto set hand and seal this \_\_\_\_\_ Date of signing

WARNING: The date of signing must be the same as the date of execution of the application, if item (a) was checked above.

Thomas Tioe  
(type name of Inventor)

  
Signature of INVENTOR

10/17/01  
Date

Brett D. Johnson  
(type name of Inventor)

\_\_\_\_\_  
Signature of INVENTOR

\_\_\_\_\_  
Date

Nester C. Febles  
(type name of Inventor)

\_\_\_\_\_  
Signature of INVENTOR

\_\_\_\_\_  
Date

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☐ Notarization or Legalization Page Added.

NOTE: No witnessing, notarization or legalization is necessary. If the assignment is notarized or legalized, then it will only be prima facie evidence of execution. 35 USC 261. Use next page if notarization is desired.



Attorney's Docket No. 00771

PATENT

For: ☒ U.S. and/or ☒ Foreign Rights  
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☐ U.S. Provisional Application  
For: ☐ U.S. Patent  
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By: Multiple Inventors

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hereby sells, assigns and transfers to

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824 Market Street, Suite 510  
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(a Delaware corporation)  
Nationality

Wilmington, DE 19801

and the successors, assigns and legal representatives of the ASSIGNEE

(complete one of the following)

☒ the entire right, title and interest

☐ an undivided \_\_\_\_\_ percent ( \_\_\_\_\_ %) interest for the United States and its territorial possessions

(check the following box, if foreign rights are also to be assigned)

☒ and in all foreign countries, including all rights to claim priority, in and to any and all improvements which are disclosed in the invention entitled: **APPARATUS AND METHOD FOR MANAGING A CALL CENTER**

(check and complete (a), (b), (c), (d), (e), (f) or (g))

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☐ A change of address to which correspondence is to be sent regarding patent maintenance fees is being sent separately.

(also check (g), if foreign application(s) is also being assigned)

(g) ☒ and any legal equivalent thereof in a foreign country, including the right to claim priority and, in and to, all Letters Patent to be obtained for said invention by the above application or any continuation, division, renewal, or substitute thereof, and as to letters patent any reissue or re-examination thereof.



ASSIGNOR hereby covenants that no assignment, sale, agreement or encumbrance has been or will be made or entered into which would conflict with this assignment;

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IN WITNESS WHEREOF, We have hereunto set hand and seal this \_\_\_\_\_ Date of signing

WARNING: The date of signing must be the same as the date of execution of the application, if item (a) was checked above.

Thomas Tiee  
(type name of Inventor)

Signature of INVENTOR

Date

Brett D. Johnson  
(type name of Inventor)

Signature of INVENTOR

Date

10-16-201

Nester C. Febles  
(type name of Inventor)

Signature of INVENTOR

Date

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(type name of Inventor)

\_\_\_\_\_  
Signature of INVENTOR Date

Brett D. Johnson  
(type name of Inventor)

  
Signature of INVENTOR Date

Nester C. Febles  
(type name of Inventor)

\_\_\_\_\_  
Signature of INVENTOR Date

10-17-01

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